

## ABSTRACT OF THE DISCLOSURE

A method and system for offering customer information service to specific customers timely over communication network according to the changes in daily living circumstances of the customers staying or living in dwelling house, office building or the like and a multi-functional communication terminal unit of the network-adapted type are disclosed. According to which, monitoring information on living facilities and equipment used in dwelling houses, office buildings or the like is constantly watched by a dwelling management server and the dwelling management server automatically sends the monitoring information to a service server equipped on a communication network immediately when there occurs a change in monitoring information and at specific time intervals when there is no change in monitoring information. The dwelling management server includes communication terminals of the network-adapted type, is two-way communicably connected to communication network and the information communication network connected to the living facilities and equipment in the office buildings, dwelling houses or the like, selects from among different kinds of service information prepared in advance when receiving the monitoring information, and sends back the selected service information to the multi-functional terminal unit as visual displaying information.